

## IMPORTANT NEW PATIENT INFORMATION

Thank you for choosing our clinic.

We at *Dr. KAKUKO Sports clinic* are dedicated to providing our patients with optimal care in physical therapy and medical treatment that is appropriate for each individual's needs.

Please read the following information and feel free to ask us if you have any questions

### When visiting our clinic

- Arrive 5 minutes before your reservation time
- Present your Japanese National Health Insurance (JNHI) card if you own one – on the first visit of every month.

### If you seek physical therapy

- Come in clothes that are easy to move in. You can choose to bring your own and change in our locker room; or rent from us T-shirt and pants for ¥330 each.
- Bring a bottle of water/ drinks and a towel.
- You do not need to bring athletic shoes. (Please remove your shoes in our rehab studio.)

### Insurance related details on physical therapy

Medical instruction /prescription from a doctor is necessary for physical therapy.

- ***If Covered by JNHI (Japanese National Health Insurance):***
  - The maximum allowable duration that you can receive physical therapy is 150 days from the 1<sup>st</sup> day of medical examination.
  - Advance booking for a subsequent month is available from the 1<sup>st</sup> of each preceding month.
  - Maximum allowable number of future rehabilitation bookings is 4.  
Each month, your therapist will prepare a mandatory Rehabilitation Instruction Report. The monthly charge for this report is ¥3000, which is covered by JNHI.
- ***If Not covered by JNHI:***
  - Advance booking for a subsequent month is available from the 1<sup>st</sup> day of each preceding month. (For example, appointments for February can be booked starting on January 1<sup>st</sup>.)  
There is no limitation on the duration or amount of times to receiving rehabilitation.

### More on booking

- To provide optimal conditions in environment and comfortable treatment, we charge a ¥1,100 fee for each reservation. Which is not covered by JNHI. (There is one reservation-free day every week.)

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Please ask to reception)

- Occasionally a session with another patient may unavoidably start late, or a session may extend a few minutes longer than anticipated, in order to provide better treatment. We appreciate your patience in such circumstances. If the starting time of your appointment is delayed by more than 20 min due to staff being unavailable for such a reason, the reservation fee will be waived.
- If you fail to show up within 10 minutes of your reservation time without previously notifying us that you will be late, your reservation will be automatically cancelled. If you give us timely notice of your delay but are delayed by more than 15 minutes, we cannot guarantee that we will be able to provide treatment in the same time-slot. In that case a new reservation may be necessary.

### **How To Book**

- You can book appointments through our website, at the reception desk, or by phone.  
Web: <https://www.dk-sc.com> Tel: (+81)-3-5784-1101 (Dr.KAKUKO)
- You can discuss details of the next appointment with your therapist.

### **Cancellation of Appointments:**

We ask for your cooperation in avoiding cancellations as much as possible, as we reserve time for multiple staff members for each treatment. However, if you need to cancel or reschedule an appointment, please contact us as far in advance as possible, no less than 1 business day before the date of your appointment.

If you cancel on the day of your appointment, or fail to show up for your appointment, the following will apply:

- 1) If your treatment is covered by Japanese national health insurance, then you will not be able to make an appointment for your next office visit. You will need to call on the day you want to come in, and see if there is an available time slot. (This penalty applies only for the next office visit, and not for office visits thereafter.)
- 2) If your treatment is not covered by Japanese national health insurance, then you will be charged a cancellation fee equal to 100% of the fee you would have paid on the day of your cancelled or missed appointment. This will be payable against invoice by wire transfer or at the time of your next visit.

Please note:

- Our clinic's business hours are Mondays-Saturdays, 10:00 - 19:00, excluding national holidays, a special holiday schedule around New Year's, and other days as may be noted on our website, [www.dk-sc.com](http://www.dk-sc.com) (any and all such excluded days, "Clinic Holidays").

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- We do not return phone calls or emails on Clinic Holidays, or after 19:00. If you need a prompt response, please contact us during our clinic's business hours.

## Payment

- Payment is due after every appointment, session, or treatment.
- In the JNHI system, some fees (such as image interpretation fees etc.) will be charged the following day.
- If you are covered by JNHI, we kindly ask for you to pay by cash, if possible. For other cases we accept credit card (Master Card and VISA).

Please note: If you are not covered by the JNHI system, you will need to pay this clinic full price for services and seek reimbursement in your home country. To facilitate your seeking such reimbursement, upon request this office will provide certification of the services rendered. The fee for such certification is ¥3,000(+tax) in the Japanese language, and ¥5,000(+tax) in the English language. We apologize, we are not able to provide certification in other languages: you may need to obtain further translation on your own. Please request certification at the time of your visit.

## Other

- No Photography is allowed without prior permission.
- Cell phones must be turned off or on silent-mode so that our patients can focus on their treatment.
- While some staff may endeavor to provide explanations in English or other foreign language, this is solely as a courtesy. By accepting services from this clinic, you acknowledge that all such services are provided in the Japanese language, and that this clinic does not have any legal or contractual obligation to provide services in English or any other foreign language. We appreciate your patience and understanding in this regard.